INSTITUTE *for* PROFESSIONAL EXCELLENCE

CERTIFICATE
OF COMPLETION

THIS CERTIFIES THAT

Rocco Granata

successfully completed the 5 hour CPD seminar entitled

CySEC Compliant Customer Support: Communication, Complaints & AML

on 09/09/2025 and is awarded by the **Institute for Professional Excellence.**

Eliana Hadjimichael
Instructor, Senior Customer Service Specialist